

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Room TW-A325
Washington, DC 20554

Received & Inspected
DEC 03 2012
FCC Mail Room

CG Docket Nos. 03-123 and 10-51

I am writing in response to the Federal Communication Commission's request for comments on the "Structure and practices of the video relay service (VRS) program and on proposed VRS compensation rates." I am very concerned that the changes being considered by the FCC will destroy a program that is vitally important to people who are deaf and hard-of-hearing.

I am not deaf, but I know firsthand how VRS works. VRS allows people who are deaf or hard-of-hearing to use the "phone" to communicate comfortably and easily just like people who can hear. In this way, it has changed the lives of so many people who are deaf. With VRS they can do the things we take for granted – make a doctor's appointment, call a child's school, or simply order a pizza. VRS puts people who are deaf on a more level playing field.

The changes being considered by the FCC would undo much of this progress. VRS largely relies on highly skilled American Sign Language (ASL) interpreters. These are the people who relay the conversation between the deaf and the hearing participants. The FCC wants to drastically cut the rate they pay VRS companies for providing this service. Obviously, this will have an immediate and negative effect on the ability of VRS companies to employ and train qualified interpreters.

The FCC has also suggested that VRS can be just as effectively provided through government-mandated software that is used on off-the-shelf equipment like common videophones, computers, the iPad, or a smart TV. While such equipment can provide a convenient backup solution, it can't replace the videophones and other technologies provided by VRS providers. These have been specifically designed to take into account the special needs of the deaf and hard-of-hearing.

If the FCC takes away skilled ASL interpreters and innovative equipment, VRS as we know it today won't exist. This would be a huge step backward for the rights and opportunities of Americans who are deaf and hard-of-hearing.

Sincerely,

Name Allison Lowe

Title, if appropriate Child

Address 18755 Enfield Ave. N. Forest Lake, MN 55025

Telephone Number 651-464-0245

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Sincerely,

Name

Justin Long

Title, if appropriate

Child

Address

18755 Enfield Ave N. Forest Lake, MN 55029

Telephone Number

651-464-0249

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November 19, 2012

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street SW
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We are not deaf but
our friend Cheri is. Please
do not take away her
Independence.

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Sincerely,

Name

Matthew Gotwals Rody and Brooke Rody

Title, if appropriate

Address

1435 Thomas Ave, St Paul, MN 55104

Telephone Number

970-462-2875

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Sincerely,

Name DAVE WILHARM

Title, if appropriate ~~13413 CORMACK CIR.~~

Address 13413 CORMACK CIR. ROSEMOUNT, MN, 55068

Telephone Number (651) 423-7376

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Sincerely,

Name James J. Foster

Title, if appropriate _____

Address 480 15TH STREET, RED WING, MN 55066

Telephone Number 651-388-8780

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Sincerely,

Name Buddy Long

Title, if appropriate U.S. Citizen

Address 18755 Enfield Ave. N. Forest Lake, MN
55025

Telephone Number 651-464-0245

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Sincerely,

Name Bev Wilharm

Title, if appropriate _____

Address 13413 Cormack Cir. Rosemount, MN 55068

Telephone Number (651) 423-7376

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Le escribo para ofrecer mis comentarios sobre el anuncio publico de Federal Communication Commission (FCC) sobre la "Estructura y prácticas del servicio de retransmisión de video (VRS) del programa y sobre las propuestas de las tasas de remuneración de VRS."

Soy sordo y VRS es como me mantengo en contacto con mi familia y amigos que no son sordos. Estoy seguro de que las personas oyentes no pensar en lo que significa ser capaz de recoger el teléfono y llamar a cualquier persona en cualquier momento o en cualquier lugar que desee. Pero para mí, esto es todo. VRS ha cambiado mi vida.

Me alarma que la FCC se propone cambiar radicalmente el programa de VRS. ¿Por qué la FCC quiere arreglar algo que no está roto?

Creo que hay dos razones fundamentales para mantener el sistema actual de VRS en su lugar.

En primer lugar, me gusta esta compañía. No quiero que ser obligado de cambiar de compañía, porque el que yo uso se ha ido a la quiebra.

En segundo lugar, yo no quiero tener que comprar y montar mi propio equipo VRS. Tengo mi equipo sin costo de mi proveedor de VRS. Lo instalaron y hacen le mantenimiento. No sería justo para cambiar ahora y agregar esta carga para mí y otras personas sordas. Si el gobierno quiere evitar que las personas sordas puedan conectarse con los demás y utilizando VRS, esta es una buena manera de hacerlo.

El programa VRS funciona para las personas sordas. Es la forma en que nos comunicamos a diario con el mundo oyente y cómo el mundo oyente se comunica con nosotros. Cualquier cambio en el programa debe estar en el mejor interés de los estadounidenses sordos. Los cambios que están siendo consideradas por la FCC no lo son.

Atentamente,

Nombre

Milvio Medrano

Título

Dir. Sistema Información

Dirección

Calle Esturión A15, Vistamar, Carolina, PR 00983

Teléfono

(787) 312-3105

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I am deaf and VRS is how I stay in touch with my family and friends who are not deaf. I'm sure that hearing people don't think about what it means to be able to pick up the phone and call anyone any time or anywhere they want. But for me, this means everything. VRS has changed my life.

I am alarmed that the FCC is proposing to dramatically change the VRS program. Why is the FCC going out of its way to fix something that isn't broken?

I think there are two crucial reasons to keep the current VRS system in place.

First, I like the company I do business with. I don't want to be forced to switch companies because the one I work with has gone out of business.

Second, I don't want to have to buy and set up my own VRS equipment. I got my equipment at no cost from my VRS provider. They installed it and continue to maintain it. It would be unfair to now shift this burden to me and other deaf people. If the government wants to prevent deaf people from connecting with others and using VRS, this is a good way to do it.

The VRS program works for people who are deaf. It's how we communicate every day with the hearing world and how the hearing world communicates with us. Any changes to the program must be in the best interest of deaf Americans. The changes being considered by the FCC are not.

Sincerely,

Name David A. & Sue A. Hughes

Title, if appropriate 200 ~~APT~~

Address 3146 OAK RD #119^{APT} Walnut Creek CA 94597

Telephone Number (925) 246-5929 VRS

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Sincerely,

Name Laura Gwynn

Title, if appropriate _____

Address 3004 E. 11th Ave

Telephone Number 614-556-4675

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VRS is a lifeline. It allows me to conduct business, connect with my family and friends and do many other things over the phone that many hearing people take for granted. Most important, though, VRS is how I access my local emergency 911 service. In an emergency I know that when I place a 911 call it will be answered immediately. My location will be known. And, specially trained American Sign Language (ASL) interpreters will be there to make sure my local emergency responders know exactly what help I need. You can't imagine how frightening it is to think that I might not be able to get help for me or my family because of long hold times, poorly trained interpreters, or bad equipment.

Cutting the rates paid to VRS providers as low as the FCC proposes will only reduce service quality I currently depend on. How will these companies hire and keep skilled ASL interpreters on staff when the government has just cut what they are willing to pay them by \$2 an hour? How will 911 calls be answered immediately when there are fewer interpreters and longer hold times? How will I know that my VRS will work when I'm using a videophone from WalMart instead of the specially designed videophone from my VRS provider?

I hope the FCC has answers to all of the questions before it considers changing the current system.

Sincerely,

Name Laura Gwynn

Title, if appropriate _____

Address 3004 E. 11th Ave

Telephone Number 614-556-4675

November 19, 2012

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Sincerely,

Name

Andrea S. Gambino

Title, if appropriate

Mr.

Address

138 W. Moore St.

Telephone Number

651-647-9177

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Sincerely,

Name Rebecca Murphy

Title, if appropriate _____

Address 1508 Myers Ave N Bklyn Plk MN 55428

Telephone Number 763-537-7197

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Sincerely,

Name Robert A. Mitchell

Title, if appropriate _____

Address 7508 Myer Ave No. Brooklyn Center MN 55428

Telephone Number 763-537-7197

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The FCC has also suggested that VRS can be just as effectively provided through government-mandated software that is used on off-the-shelf equipment like common videophones, computers, the iPad, or a smart TV. While such equipment can provide a convenient backup solution, it can't replace the videophones and other technologies provided by VRS providers. These have been specifically designed to take into account the special needs of the deaf and hard-of-hearing.

If the FCC takes away skilled ASL interpreters and innovative equipment, VRS as we know it today won't exist. This would be a huge step backward for the rights and opportunities of Americans who are deaf and hard-of-hearing.

Sincerely,

Name James B. Perski

Title, if appropriate _____

Address 9618 W. Laro Ln Peoria, Az 85382

Telephone Number 623-566-3359

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DEC 03 2012

FCC Mail Room

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Room TW-A325
Washington, DC 20554

CG Docket Nos. 03-123 and 10-51

I am writing to provide my comments on Federal Communication Commission's (FCC) Public Notice on the "Structure and practices of the video relay service (VRS) program and on proposed VRS compensation rates."

I am deaf and VRS is how I stay in touch with my family and friends who are not deaf. I'm sure that hearing people don't think about what it means to be able to pick up the phone and call anyone any time or anywhere they want. But for me, this means everything. VRS has changed my life.

I am alarmed that the FCC is proposing to dramatically change the VRS program. Why is the FCC going out of its way to fix something that isn't broken?

I think there are two crucial reasons to keep the current VRS system in place.

First, I like the company I do business with. I don't want to be forced to switch companies because the one I work with has gone out of business.

Second, I don't want to have to buy and set up my own VRS equipment. I got my equipment at no cost from my VRS provider. They installed it and continue to maintain it. It would be unfair to now shift this burden to me and other deaf people. If the government wants to prevent deaf people from connecting with others and using VRS, this is a good way to do it.

The VRS program works for people who are deaf. It's how we communicate every day with the hearing world and how the hearing world communicates with us. Any changes to the program must be in the best interest of deaf Americans. The changes being considered by the FCC are not.

Sincerely,

Name Cynthia M. Medina

Title, if appropriate _____

Address 1715 N. Street #420

Telephone Number (209) 489-4184

... as rec'd 0

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Room TW-A325
Washington, DC 20554

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FCC Mail Room

CG Docket Nos. 03-123 and 10-51

I am writing in response to the Federal Communication Commission's (FCC) request for comments on the "Structure and practices of the video relay service (VRS) program and on proposed VRS compensation rates." I am opposed to the changes being considered.

VRS has created a more level playing field for people like me who are deaf or hard-of-hearing, empowering us to communicate via videophone with anyone at any time in our native language, American Sign Language. The nature of the work I do requires that I be able to use the phone to communicate with colleagues, clients and business associates regardless of whether they are hearing or deaf. Without reliable, high-quality VRS service I would not be able to do my job effectively.

The changes the FCC is considering would drastically change the nature of the VRS I depend on. One of the aspects of VRS that makes it such an effective way to communicate is the quality of the videophone technology used and the fact that the products provided by VRS companies have been developed specifically with the needs of the deaf – my needs – in mind. Yet, the FCC is considering changes that would, instead, force us to use off-the-shelf products and government-mandated software. Using products developed by and for people who are hearing would be a huge step backwards! The FCC cannot consider this to be a reasonable replacement for the high quality, specialized VRS technology we use every day.

The rate changes being considered by the FCC would also directly affect my ability to access VRS, as well as the reliability and quality of service I depend on. If the FCC slashes the rates paid to VRS providers, as suggested in its Public Notice, many companies will simply stop providing this essential service. This will put me and all members of the deaf community at a significant disadvantage.

In my view, VRS today is a shining example of what Congress intended when it passed the Americans with Disabilities Act 22 years ago. It is absolutely essential that any changes to the current program maintain the access, innovation and reliability that define VRS today.

Sincerely,

Name ROBIN HARTman

Title, if appropriate _____

Address 39588 Wainwright TER
Fremont, CA 94538

Telephone Number 510 344-5880

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Marlene H. Dortch, Secretary
Federal Communications Commission
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Washington, DC 20554

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FCC Mail Room

CG Docket Nos. 03-123 and 10-51

I am a deaf person who uses Video Relay Services (VRS) for my communication with hearing people and point to point (P2P) with deaf people. VRS and P2P is a communication tool I use everyday.

I am writing because I am very concerned about the Federal Communication Commission's (FCC) recent proposals to improve the way VRS works. I can't imagine life without the current services I use. I don't wish to see those services change but it needs to make services enhanced.

The Americans with Disabilities Act (ADA) moved deaf people forward and opened up opportunities for us. The ADA assured deaf people like me that we will have access to "functionally-equivalent" communication – communication choices and services similar to those enjoyed by hearing people. To date, those Video Relay Service (VRS) are the well functionally – equivalent communication service for deaf people except there is a real problem with interoperability among VRS providers intended using for P2P. It requires standardized specifications (something like ISO 9001 certification) for both equipment and Apps provided by all VRS providers.

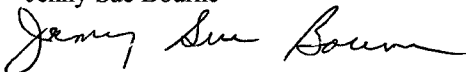
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I am concerned that if the FCC's proposals go into effect and there are reasonable rate might be cuts for VRS providers, the quality of my service may suffer. I am concerned that with very limited resources, VRS providers might have to make changes that would cause longer waiting times and likely unreliable service. Hearing people have a choice to choose quality service. I do not want VRS quality to suffer because VRS providers may have no choice but to degrade aspects of their service.

Please fulfill the promises of the ADA for everyone who is qualified as a disability be mandatory enforced! I want functional equivalency. I want choices – in equipment, providers, apps, and quality. Not limited to off-shelf equipment. Please consider low-income consumers who can not afford off-self equipment or maintain themselves. High-speed internet-connections nor too complicate to understand routers set up for many deaf consumers. Please ensure that the VRS services many low functional consumers and I currently enjoy are maintained.

Sincerely,

Jenny Sue Bourne



9013 Grape Creek Rd
Walkersville, MD 21793
TTY: 301-845-2256
VP: 240-575-6159

29 November, 2012

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The VRS program works for people who are deaf. It's how we communicate every day with the hearing world and how the hearing world communicates with us. Any changes to the program must be in the best interest of deaf Americans. The changes being considered by the FCC are not.

Sincerely,

Name ROBIN HARTMAN

Title, if appropriate _____
39888 WAIN WRIGHT
Address FREMONT, CA, 94538

Telephone Number 5101344-5880

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Federal Communications Commission
Office of the Secretary
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CG Docket Nos. 03-123 and 10-51

I am deaf. I use my videophone to communicate with my loved ones, my friends and co-workers. I like that I can call these people any time of day and use American Sign Language (ASL) to communicate. Without the quality VRS service I receive, I would not be able to communicate with these people.

I understand the FCC is considering changes to VRS. I do not agree with the FCC's proposals. They would change the way I communicate and I am afraid the quality of VRS would be bad.

My focus is on *quality* VRS! I do not want to use "off-the-shelf" products and software designed by hearing people. One of the aspects I like about my VRS equipment is that it gives me features that my hearing family and friends have. I like using technology that was created for deaf people.

I do not want the rate changes being considered by the FCC to go into effect and my ability to enjoy VRS as it now is to change. I'm worried that some VRS companies will go out of business or stop providing the good services I use every day. I don't want the quality of service to change and for deaf people to have to take a step backwards. It is critical that the VRS program continues to deliver deaf-oriented products and quality service. Please do not take that away from us!

Sincerely,

Name: MARGARET A. HANNON

Title:

Address: 21520 N. BLACK BEAR LODGE DR., SURPRISE, AZ 85387-2706

Telephone Number: (623) 208-4402

Margaret A. Hannon

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Federal Communications Commission
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Room TW-A325
Washington, DC 20554

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FCC Mail Room

CG Docket Nos. 03-123 and 10-51

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I am not deaf, but I know firsthand how VRS works. VRS allows people who are deaf or hard-of-hearing to use the "phone" to communicate comfortably and easily just like people who can hear. In this way, it has changed the lives of so many people who are deaf. With VRS they can do the things we take for granted – make a doctor's appointment, call a child's school, or simply order a pizza. VRS puts people who are deaf on a more level playing field.

The changes being considered by the FCC would undo much of this progress. VRS largely relies on highly skilled American Sign Language (ASL) interpreters. These are the people who relay the conversation between the deaf and the hearing participants. The FCC wants to drastically cut the rate they pay VRS companies for providing this service. Obviously, this will have an immediate and negative effect on the ability of VRS companies to employ and train qualified interpreters.

The FCC has also suggested that VRS can be just as effectively provided through government-mandated software that is used on off-the-shelf equipment like common videophones, computers, the iPad, or a smart TV. While such equipment can provide a convenient backup solution, it can't replace the videophones and other technologies provided by VRS providers. These have been specifically designed to take into account the special needs of the deaf and hard-of-hearing.

If the FCC takes away skilled ASL interpreters and innovative equipment, VRS as we know it today won't exist. This would be a huge step backward for the rights and opportunities of Americans who are deaf and hard-of-hearing.

Sincerely,

Name Jason Jerome

Title, if appropriate _____

Address St. Cloud, MN

Telephone Number _____

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Federal Communications Commission
Office of the Secretary
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Sincerely,

Name Justin Jerome

Title, if appropriate _____

Address 303 12th Ave N

Telephone Number ~~BBB~~ N/A

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Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Room TW-A325
Washington, DC 20554

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FCC Mail Room

CG Docket Nos. 03-123 and 10-51

Le escribo para ofrecer mis comentarios sobre el anuncio publico de Federal Communication Commission (FCC) sobre la "Estructura y prácticas del servicio de retransmisión de video (VRS) del programa y sobre las propuestas de las tasas de remuneración de VRS."

Soy sordo y VRS es como me mantengo en contacto con mi familia y amigos que no son sordos. Estoy seguro de que las personas oyentes no pensar en lo que significa ser capaz de recoger el teléfono y llamar a cualquier persona en cualquier momento o en cualquier lugar que desee. Pero para mí, esto es todo. VRS ha cambiado mi vida.

Me alarma que la FCC se propone cambiar radicalmente el programa de VRS. ¿Por qué la FCC quiere arreglar algo que no está roto?

Creo que hay dos razones fundamentales para mantener el sistema actual de VRS en su lugar.

En primer lugar, me gusta esta compañía. No quiero que ser obligado de cambiar de compañía, porque el que yo uso se ha ido a la quiebra.

En segundo lugar, yo no quiero tener que comprar y montar mi propio equipo VRS. Tengo mi equipo sin costo de mi proveedor de VRS. Lo instalaron y hacen le mantenimiento. No sería justo para cambiar ahora y agregar esta carga para mí y otras personas sordas. Si el gobierno quiere evitar que las personas sordas puedan conectarse con los demás y utilizando VRS, esta es una buena manera de hacerlo.

El programa VRS funciona para las personas sordas. Es la forma en que nos comunicamos a diario con el mundo oyente y cómo el mundo oyente se comunica con nosotros. Cualquier cambio en el programa debe estar en el mejor interés de los estadounidenses sordos. Los cambios que están siendo consideradas por la FCC no lo son.

Atentamente,

Nombre Manuel Medrano
Título Padre
Dirección Calle Vraneta #806
Teléfono 448-0704

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Federal Communications Commission
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445 12th Street, SW
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Atentamente,

Nombre

Título

Dirección

Teléfono

Josefin Cortes
madra
C. uraneta 806
276 4696

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Federal Communications Commission
Office of the Secretary
445 12th Street, SW
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If the FCC takes away skilled ASL interpreters and innovative equipment, VRS as we know it today won't exist. This would be a huge step backward for the rights and opportunities of Americans who are deaf and hard-of-hearing.

Sincerely,

Name Jonathan D Bordean

Title, if appropriate VRS Interpreter

Address 225 W. Lewis St. Rossville GA 30741

Telephone Number 423.903.8501

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Sincerely,

Name Julie Loedding
Title, if appropriate VRS Interpreter
Address Ashley OH
Telephone Number 414-200-3812

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Sincerely,

Name Janelle Barnes

Title, if appropriate VRS Interpreter

Address 25940 Winning Colors Way
Wesley Chapel, FL 33544

Telephone Number 727-560-7749

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Sincerely,

Name Sharon Bordean Sharon Bordean, CI, CT,
Title, if appropriate VRS Interpreter EIPA K-12
Address 6303 Karl Road, Columbus OH 43229
Telephone Number 614 593-3729

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The Americans With Disabilities Act (ADA) moved deaf people forward and opened up opportunities for us. The ADA assured deaf people (like me) that we will have access to "functionally-equivalent" communication – communication choices and services similar to those enjoyed by hearing people. To date, Video Relay Service (VRS) is the most functionally-equivalent communication service for deaf people.

I am concerned that if the FCC's proposals go into effect, I won't have what the ADA promised me – choice in my VRS equipment. I want to keep options available in choosing products that were designed for deaf people. I want choices.

I am concerned that if the FCC's proposals go into effect, I won't have a choice in my VRS provider. I don't want my calls to be routed through a centralized database that would assign my calls to different providers. Hearing people have a choice in service providers. I want a choice.

I am concerned that if the FCC's proposals go into effect and there are rate cuts for VRS providers, the quality of my service will suffer. I'm concerned that with very limited resources, VRS providers might have to make changes that would result in longer hold times and unreliable service. Hearing people have a choice to choose quality service. I don't want VRS quality to suffer because VRS providers have no choice but to cut aspects of their service.

Please fulfill the promises of the ADA! I want functional equivalency. I want choices – in equipment, providers and quality. Please ensure that the VRS services I currently enjoy are maintained.

Sincerely,

Name: ~~Trilby~~ Mrs. Trilby Ann Cerasoli (TRILBY ANN CERASOLI)
Title:
Address: 1902 S.W. Roma way Boynton Beach, FL 33426
Telephone Number: 561-536-4196

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Federal Communications Commission
Office of the Secretary
445 12th Street, SW
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Washington, DC 20554

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DEC 03 2012

FCC Mail Room

CG Docket Nos. 03-123 and 10-51

I am a deaf person who uses Video Relay Services (VRS) for my communication with hearing people. VRS is a communication tool I use every day.

I am writing because I am very concerned about the Federal Communication Commission's (FCC's) recent proposals to change the way VRS works. I can't imagine life without the current services I use. I don't want to see those services change!

The Americans With Disabilities Act (ADA) moved deaf people forward and opened up opportunities for us. The ADA assured deaf people (like me) that we will have access to "functionally-equivalent" communication – communication choices and services similar to those enjoyed by hearing people. To date, Video Relay Service (VRS) is the most functionally-equivalent communication service for deaf people.

I am concerned that if the FCC's proposals go into effect, I won't have what the ADA promised me – choice in my VRS equipment. I want to keep options available in choosing products that were designed for deaf people. I want choices.

I am concerned that if the FCC's proposals go into effect, I won't have a choice in my VRS provider. I don't want my calls to be routed through a centralized database that would assign my calls to different providers. Hearing people have a choice in service providers. I want a choice.

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Please fulfill the promises of the ADA! I want functional equivalency. I want choices – in equipment, providers and quality. Please ensure that the VRS services I currently enjoy are maintained.

Sincerely,

Name: *Albina Nicolini*

Title:

Address: *2101 SW 13th Place Boynton Beach, FL 33426*

Telephone Number: *561-536-4144*

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Washington, DC 20554

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FCC Mail Room

CG Docket Nos. 03-123 and 10-51

I am writing in response to the Federal Communication Commission's (FCC's) request for comments on the "Structure and practices of the video relay service (VRS) program and on proposed VRS compensation rates." I am very concerned about these proposals and how they will affect my family's safety.

VRS is a lifeline. It allows me to conduct business, connect with my family and friends and do many other things over the phone that many hearing people take for granted. Most important, though, VRS is how I access my local emergency 911 service. In an emergency I know that when I place a 911 call it will be answered immediately. My location will be known. And, specially trained American Sign Language (ASL) interpreters will be there to make sure my local emergency responders know exactly what help I need. You can't imagine how frightening it is to think that I might not be able to get help for me or my family because of long hold times, poorly trained interpreters, or bad equipment.

Cutting the rates paid to VRS providers as low as the FCC proposes will only reduce service quality I currently depend on. How will these companies hire and keep skilled ASL interpreters on staff when the government has just cut what they are willing to pay them by \$2 an hour? How will 911 calls be answered immediately when there are fewer interpreters and longer hold times? How will I know that my VRS will work when I'm using a videophone from WalMart instead of the specially designed videophone from my VRS provider?

I hope the FCC has answers to all of the questions before it considers changing the current system.

Sincerely,

Name Brenda Wirth

Title, if appropriate _____

Address _____

Telephone Number 216-226-6091

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Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Room TW-A325
Washington, DC 20554

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FCC Mail Room

CG Docket Nos. 03-123 and 10-51

I am a deaf person who uses Video Relay Services (VRS) for my communication with hearing people and point to point (P2P) with deaf people. VRS and P2P is a communication tool I use everyday.

I am writing because I am very concerned about the Federal Communication Commission's (FCC) recent proposals to improve the way VRS works. I can't imagine life without the current services I use. I don't wish to see those services change but it needs to make services enhanced.

The Americans with Disabilities Act (ADA) moved deaf people forward and opened up opportunities for us. The ADA assured deaf people like me that we will have access to "functionally-equivalent" communication – communication choices and services similar to those enjoyed by hearing people. To date, those Video Relay Service (VRS) are the well functionally – equivalent communication service for deaf people except there is a real problem with interoperability among VRS providers intended using for P2P. It requires standardized specifications (something like ISO 9001 certification) for both equipment and Apps provided by all VRS providers.

I am concerned that if the FCC's proposals go into effect, I won't have a choice in my VRS providers. I don't want my calls to be routed through a centralized database that would assign my calls to different providers. Hearing people have a choice in service providers. I want a choice of known VRS providing quality of American Sign Language (ASL) interpreters as ASL-fluent communications assistants (CAs).

I am concerned that if the FCC's proposals go into effect and there are reasonable rate might be cuts for VRS providers, the quality of my service may suffer. I am concerned that with very limited resources, VRS providers might have to make changes that would cause longer waiting times and likely unreliable service. Hearing people have a choice to choose quality service. I do not want VRS quality to suffer because VRS providers may have no choice but to degrade aspects of their service.

Please fulfill the promises of the ADA for everyone who is qualified as a disability be mandatory enforced! I want functional equivalency. I want choices – in equipment, providers, apps, and quality. Not limited to off-shelf equipment. Please consider low-income consumers who can not afford off-self equipment or maintain themselves. High-speed internet-connections nor too complicate to understand routers set up for many deaf consumers. Please ensure that the VRS services many low functional consumers and I currently enjoy are maintained.

Sincerely,

Francis Bourne



9013 Grape Creek Rd
Walkersville, MD 21793
TTY: 301-845-2256
VP: 240-436-2048

29 November, 2012

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445 12th Street, SW
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Washington, DC 20554

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CG Docket Nos. 03-123 and 10-51

I am writing in response to the Federal Communication Commission's request for comments on the "Structure and practices of the video relay service (VRS) program and on proposed VRS compensation rates." I am very concerned that the changes being considered by the FCC will destroy a program that is vitally important to people who are deaf and hard-of-hearing.

I am not deaf, but I know firsthand how VRS works. VRS allows people who are deaf or hard-of-hearing to use the "phone" to communicate comfortably and easily just like people who can hear. In this way, it has changed the lives of so many people who are deaf. With VRS they can do the things we take for granted – make a doctor's appointment, call a child's school, or simply order a pizza. VRS puts people who are deaf on a more level playing field.

The changes being considered by the FCC would undo much of this progress. VRS largely relies on highly skilled American Sign Language (ASL) interpreters. These are the people who relay the conversation between the deaf and the hearing participants. The FCC wants to drastically cut the rate they pay VRS companies for providing this service. Obviously, this will have an immediate and negative effect on the ability of VRS companies to employ and train qualified interpreters.

The FCC has also suggested that VRS can be just as effectively provided through government-mandated software that is used on off-the-shelf equipment like common videophones, computers, the iPad, or a smart TV. While such equipment can provide a convenient backup solution, it can't replace the videophones and other technologies provided by VRS providers. These have been specifically designed to take into account the special needs of the deaf and hard-of-hearing.

If the FCC takes away skilled ASL interpreters and innovative equipment, VRS as we know it today won't exist. This would be a huge step backward for the rights and opportunities of Americans who are deaf and hard-of-hearing.

Sincerely,

Name Jennifer Mitchell

Title, if appropriate _____

Address 3630 River Rd SE

Telephone Number 320 259 7726

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Federal Communications Commission
Office of the Secretary
445 12th Street, SW
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If the FCC takes away skilled ASL interpreters and innovative equipment, VRS as we know it today won't exist. This would be a huge step backward for the rights and opportunities of Americans who are deaf and hard-of-hearing.

Sincerely,

Name Jim Mitchell

Title, if appropriate _____

Address 3630 River Rd. SE, Clarksville, MN 55319

Telephone Number ~~763~~ (320) 259-7726

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If the FCC takes away skilled ASL interpreters and innovative equipment, VRS as we know it today won't exist. This would be a huge step backward for the rights and opportunities of Americans who are deaf and hard-of-hearing.

Sincerely,

Name Debbie Jerome

Title, if appropriate _____

Address 908 14th Ave S

Telephone Number 320 253 6464

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Federal Communications Commission
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I am not deaf, but I know firsthand how VRS works. VRS allows people who are deaf or hard-of-hearing to use the "phone" to communicate comfortably and easily just like people who can hear. In this way, it has changed the lives of so many people who are deaf. With VRS they can do the things we take for granted – make a doctor's appointment, call a child's school, or simply order a pizza. VRS puts people who are deaf on a more level playing field.

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If the FCC takes away skilled ASL interpreters and innovative equipment, VRS as we know it today won't exist. This would be a huge step backward for the rights and opportunities of Americans who are deaf and hard-of-hearing.

Sincerely,

Name Tom Jerome

Title, if appropriate _____

Address 908 14th Ave S

Telephone Number 320 253 6464

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Federal Communications Commission
Office of the Secretary
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If the FCC takes away skilled ASL interpreters and innovative equipment, VRS as we know it today won't exist. This would be a huge step backward for the rights and opportunities of Americans who are deaf and hard-of-hearing.

Sincerely,

Name MARK MITCHELL *Mark S. Mitchell*

Title, if appropriate _____

Address 2217 2ND AVE. NO. MPLS. MN. 55405

Telephone Number (612) 290-5124

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Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Room TW-A325
Washington, DC 20554

Nov. 27, 2012

CG Docket Nos. 03-123 and 10-51

I am a deaf person who uses Video Relay Services (VRS) for my communication with hearing people. VRS is a communication tool I use every day.

I am writing because I am very concerned about the Federal Communication Commission's (FCC's) recent proposals to change the way VRS works. I can't imagine life without the current services I use. I don't want to see those services change!

The Americans With Disabilities Act (ADA) moved deaf people forward and opened up opportunities for us. The ADA assured deaf people (like me) that we will have access to "functionally-equivalent" communication – communication choices and services similar to those enjoyed by hearing people. To date, Video Relay Service (VRS) is the most functionally-equivalent communication service for deaf people.

I am concerned that if the FCC's proposals go into effect, I won't have what the ADA promised me – choice in my VRS equipment. I want to keep options available in choosing products that were designed for deaf people. I want choices.

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I am concerned that if the FCC's proposals go into effect and there are rate cuts for VRS providers, the quality of my service will suffer. I'm concerned that with very limited resources, VRS providers might have to make changes that would result in longer hold times and unreliable service. Hearing people have a choice to choose quality service. I don't want VRS quality to suffer because VRS providers have no choice but to cut aspects of their service.

Please fulfill the promises of the ADA! I want functional equivalency. I want choices – in equipment, providers and quality. Please ensure that the VRS services I currently enjoy are maintained.

Sincerely,

Name:

Bodil C. Tvede

Title:



Ms. Bodil C. Tvede
9812-A 62nd Ter. S
Boynton Beach, FL 33437

Address:

Telephone number:

561-536-4096

see back page...

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Room TW-A325
Washington, DC 20554

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CG Docket Nos. 03-123 and 10-51

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If the FCC takes away skilled ASL interpreters and innovative equipment, VRS as we know it today won't exist. This would be a huge step backward for the rights and opportunities of Americans who are deaf and hard-of-hearing.

Sincerely,

Name Laura Gwynn

Title, if appropriate _____

Address 3004 E. 11th Ave

Telephone Number 614-556-4675

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Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Room TW-A325
Washington, DC 20554

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FCC Mail Room

CG Docket Nos. 03-123 and 10-51

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If the FCC takes away skilled ASL interpreters and innovative equipment, VRS as we know it today won't exist. This would be a huge step backward for the rights and opportunities of Americans who are deaf and hard-of-hearing.

Sincerely,

Name Marjorie L. Cox

Title, if appropriate _____

Address 14401 Detroit Ave #501
Lakewood OH 44107-4433

Telephone Number (216) 370-7716 - VP

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Room TW-A325
Washington, DC 20554

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FCC Mail Room

CG Docket Nos. 03-123 and 10-51

I am writing in response to the Federal Communication Commission's (FCC's) request for comments on the "Structure and practices of the video relay service (VRS) program and on proposed VRS compensation rates." I am very concerned about these proposals and how they will affect my family's safety.

VRS is a lifeline. It allows me to conduct business, connect with my family and friends and do many other things over the phone that many hearing people take for granted. Most important, though, VRS is how I access my local emergency 911 service. In an emergency I know that when I place a 911 call it will be answered immediately. My location will be known. And, specially trained American Sign Language (ASL) interpreters will be there to make sure my local emergency responders know exactly what help I need. You can't imagine how frightening it is to think that I might not be able to get help for me or my family because of long hold times, poorly trained interpreters, or bad equipment.

Cutting the rates paid to VRS providers as low as the FCC proposes will only reduce service quality I currently depend on. How will these companies hire and keep skilled ASL interpreters on staff when the government has just cut what they are willing to pay them by \$2 an hour? How will 911 calls be answered immediately when there are fewer interpreters and longer hold times? How will I know that my VRS will work when I'm using a videophone from WalMart instead of the specially designed videophone from my VRS provider?

I hope the FCC has answers to all of the questions before it considers changing the current system.

Sincerely,

Name Marjorie L. Cox

Title, if appropriate _____

Address 14401 Detroit Ave #501
Lakewood, OH 44107-4433

Telephone Number 216-370-7716 - VP

Marlene H. Dortch, Secretary
Federal Communications Commission
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I hope the FCC has answers to all of the questions before it considers changing the current system.

Sincerely,

Name

Maryanne L. Cox

Title, if appropriate

Address

14481 Detroit Ave #501

Telephone Number

Lakewood OH 44107-4433
(216) 370-7766 VP